GPRMC EQUAL OPPORTUNITY OFFICE

SFC Trujillo
DSN 421- 2353

CONFLICT MANAGEMENT

09/10/16

OVERVIEW

- Define conflict.
- Explain the negative connotations associated with conflict situations.
- Define the levels of conflict.
- Describe the sources of conflict
- Explain the positive and negative factors of conflict.
- Describe the methods for managing conflict.

THE NATURE OF CONFLICT

- Conflict is inevitable in any group that is together for any length of time.
- Different people will have different viewpoints, ideas and opinions.
- Conflict occurs whenever there is no internal harmony within a person, or whenever there is disagreement or a dispute between individuals.

NEGATIVE CONNOTATIONS
(ASSOCIATED WITH CONFLICT SITUATIONS)

- Getting angry is a waste of time.
- They won't understand me.
- I'm afraid of the consequences.
- Confrontation is unprofessional.
- They will only counter my argument.

LEVELS OF CONFLICT

- Intrapersonal conflict
- Interpersonal conflict
- Intragroup

SOURCES OF CONFLICT

- Different values and beliefs
- Role pressure or clarification
- Perception differences
- Diverse goals or objectives
- Group status or identity
- Race, ethnicity, or gender differences

SOURCES OF CONFLICT (CONTINUED)

- Personality clash or conflict
- Competition for limited resources
- Disagreement on how things should be done
- Personal, self or group interest
- Tension and stress
- Power and influence

NEGATIVE FACTORS OF CONFLICT

- Diverts attention from important issues
- May damage morale
- May cause polarization
- Reinforces differences in values
- Produces regrettable behaviors

POSITIVE FACTORS OF CONFLICT

- Stimulates interest
- Forum for discussions
- Increase cohesiveness
- Promotes change
- Provides means to work together

METHODS FOR MANAGING CONFLICT

- Denial or avoidance
- Suppression
- Power or dominance
- Third party intervention
- Compromise or negotiation
- Integration or collaboration

SUMMARY

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